GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

STARRED QUESTION NO:552
ANSWERED ON:04.05.2005
OVERCHARGING BY BOOTH OPERATORS
Patel Shri Kishanbhai Vestabhai;Singh Shri Sugrib

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Government has received complaints regarding overcharging by the STD/ISD/PCO booth operators in various parts of the country;

(b) if so, the details thereof alongwith the Government rate for one local call;

(c) whether the Government has conducted any raid to check overcharging by these booth operators;

(d) if so, the details of the operators found involved therein and the action taken against them;

(e) whether the Government proposes to instruct the booth operators to display local call charges on their booths;

(f) if so, the details thereof; and

(g) if not, the corrective steps taken by the Government in this regard?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI DAYANIDHI MARAN)

(a) to (g): A statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (g) OF LOK SABHA STARRED QUESTION NO. 552 FOR 4TH MAY, 2005 REGARDING OVERCHARGING BY BOOTH OPERATORS.

(a) Yes, Sir. Some complaints have been received

(b) Details pertaining to complaints received by BSNL/MTNL are given in Annexure-I and the local call rate from the PCOs applicable in BSNL/ MTNL are given in Annexure-II.

(c) Yes, Sir. Periodical surprise checks are carried out by the field staff as well as by the vigilance. Checks/raids are also conducted on receipt of specific complaints. In case of violation, appropriate action is taken against the PCO holder.

(d) During the year 2004-2005, 7151 surprise checks have been conducted on STD/ISD booth operators by the vigilance team and 563 operators were found involved in overcharging against whom appropriate action was taken.

(e) & (f) Booth operators are instructed to display local call charges on their booths.

(g) Does not arise in view of (e) & (f) above.

ANNEXURE-I

DETAILS OF ACTION TAKEN AGAINST PCOs DURING 2004-2005

Circle	No. of compl-aints	Disconnected PCOs	Warned PCOs	Miscellaneous actions (e.g. issue of notice, penalty imposed #etc.)
Delhi	9	25833025, 25250773, 23414445	25919675, 25112057, 25194488, 25193790, 25116694, 26110649	
J&K	28	232582(Katra), 244462(Batote),		#244987(Udhampur), #282258(Udhampur),

		244174(Batote), 244766 (Batote), 244094(Nalla), 244046(Batote), 244461(Batote), 244758 (Batote), 244007, (Batote) 220158, 255254(Reasi), 244463(Batote), 225016(Salal), 255703(Reasi), 233327(Katra), 232951(Katra), 256302(Pouni), 255255(Joytipuram), 244063(Batote)		#282261(Udhmpur), #232958 (Katra), #245143 (Rcasi), #245191, #244988(Udhampur), #232535(Katra), #244972(Udhampur)
Mahar-ashtra	31	2209162, 2211428 Kalyan, 2210291, 2210486 Thane, 275370-Boisar, 2315034, 2313046-Lions Club,		244819, 2461367, 236475, 240840, 240456 –Jalgaon, 2559302 & 2559303, 2779895 & 2779568, 2779676 & 2779677-Nagpur, 233424-Saoner, 223505-Manmad, 2315260, 2312415-Ponda, 220167-Ramnaka, 226167-Alinaka, 224015-Ahmednagar, 224891-Osmanabad, 250608-Omerga, 276220, 276194, 276501-Tal Washi, 267544, 267600, 267652, 267619-D.Tal Kallam
Chhatt-isgarh	7			259256, 259357, 259327, 259204, 259104, 259257-Bilha, 229033-Bilaspur
Gujarat	1			2551789-Surat
Karnatka	1			229118-Kolar
U.P.(E)	22		232422, 232375, 232321, 232785, 232338-Fatehpur, 2720901, 2720918, 2720915, 2209080, 2209085, 2209279-Gorakhpur, 264690, 264727, 264506, 2510108, 2510055, 223089, 223083, 2276486, 2276642, 2228607, 2228926-Mau,	
Haryana	3		263312-Karnal, 2822885-Kalpi, 2521475-Amballa City	
Andhra Pradesh	3	27549211, Jubliee Hills		23209009-Nampally, 27569962-Nallakunta
Punjab	3	2291108, 270074-Jalandhar, 2233522-Pathankot		
UP(W)	9	2611031-Saharnpur		2610687, 2704240, 2867093, 2867381, 2750301, 2325543, 2844636, 2704477, 2704488, 2704489-Ghaziabad, 2713324-

				Mathura
Orissa	8		2465573, 2465583, 2544911, 2592940, 2593935, 2592820, 2592930, 2592947-Bhubneshwar	
Kolkatta	27		28391719, 28691655, 28430182, 28610213, 28360334, 28660329, 28310224-Kolkatta, 28480001, 28480027-Hugali, 28310224, 28603601-Kolkatta	28321191, 28750316, 28730485, 28321104s-Kolkatta, 26443539-Howrah, 28780233, 28482014-Hugali, 28478215-Howrah, 28500054, 28610485, 26330532, 28310379, 28380812, 28300715, 28300730, 28600014, 28300647, 28380579, 28320206-Kolkatta, 28490702, 26428433-Howrah, 28461521-Kanchrapara, 28282675, 28282644-
Chennai	18		26495059, 2238005, 26533753, 26534371, 28472977, 28472167-Chennai, 26520556-Ayyappkkam, 25323685, 26433751, 24482492, 24482420, 23630009, 25519809-Chennai, 26811290-Avadi, 26257132-Padi	23745033, 23744783, 23740849, 26171105, 26211290, 28555062, 28555084, 28190657, 28191259, 26711856-Chennai, 26520556-Ayyapkkam
Tamil Nadu	4	271190, 271975-Tisyanvilai,	257500-Pennagaram, 222390-Acharapakkam	
Madhya Pradesh	31	256302-Guna, 252317-Hoshangabad, 223815, 224342, 224367, 283584, 283583, 240310-Seoni, 272384-Shivpuri	250734, 253439, 252831-Panna, 235103, 231278-Ratlam, 2564231, 2552441, 2561322, 2563334-Ujjain, 2710283, 2710295, 2710289, 2710777, 2510390, 2710105, 2710081, 2710050, 2710100, 2710285-Bhopal	222319,221191-Seoni, 2557583-Ujjain,

ANNEXURE-II

PCO - LOCAL CALL CHARGES

BSNL (except Delhi & Mumbai)

Type of PCO	Call Charges for one local call (Rs)
Local PCO (other than handicapped)	1.20
Local PCO handicapped	1.00
Local CCB PCO	1.00
STD/ISD PCO	1.20 + service tax

MTNL

DELHI

Type of Local PCO	Call charges for one local call (in Rs. for every 120 sec.)
Private PCO with normal telephone set	2.00
Private Coin Collection Box PCO with normal telephone set	2.00
Handicapped PCO with normal telephone set	2.00

MUMBAI

Type of Local PCO	Call charges for one local call (in Rs for every 90 sec.)
Private PCO with normal telephone set	1.20
Private Coin Collection Box PCO with normal telephone set	1.00
Handicapped PCO with normal telephone set	1.20